Automation

Service Name: Single Use Server - Level 1

1. Service Description: The Fort Detrick DOIM provides state-of-the-art computer room facility services for Servers which are on the property book of a Tenant organization. These servers contain programs that collectively serve the needs of the entire organization, a single user, department, or specialized application. The tenant organization provides all support for these servers as they deem necessary.

2. DOIM Responsibilities:
   a. Provide an environmentally controlled facility to host servers to include floor space, power, and air conditioning.
   b. Provide physical security for the servers located in the DOIM from the aspect of being in a locked and controlled facility.
   c. Inform the customer proper ARMY/MEDCOM guidelines and regulations per AR25-2, to ensure staff providing support to the Receivers server(s) is followed.

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Request services and support by providing necessary request and or documentation
   c. Alert the Supplier as soon as possible on issues or problems that arise
   d. Maintain the availability of the server(s) to its users
   e. Establish and perform system backup procedures and documentation.
   f. Implement a comprehensive information security program per AR25-2, MEDCOM, Army or higher Command guidelines and physical security procedures.
   g. Use fault management techniques designed to diagnose problems and provide timely solutions.
   h. Monitor the user environment, including login scripts, menu creation, and directory structure, as needed.
   i. Perform regularly scheduled evaluation and maintenance of all components (i.e. file servers, and print servers), including preventive maintenance.
   j. Provide backup and COOP for all Servers.

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil.*